



## Open Training Dates for 2010

### Fundamentals:

- 18th May
- 13th July
- 14th Sept
- 16th Nov

### Further Features for Performance Manager:

- 19th May
- 14th July
- 15th Sept
- 17th Nov

### Customisation, Integration & Deployment:

- 20th May
- 15th July
- 16th Sept
- 18th Nov

### Web Server Design

- 21st May
- 16th July
- 17th Sept
- 19th Nov

For more information on these training dates contact **Roy Motteram** on **01628 600900**



**HITEC (LABORATORIES) LTD.**

[www.hiteclabs.com](http://www.hiteclabs.com)

Hitec (Laboratories) Limited  
UK & EMEA:  
Tel: +44 (0)1628 600900

## HELLO! HELLO! HELLO!

### South Yorkshire Police arrests its Risks and goes for Ten!

Welcome to the April 2010 edition of Bulleten. Following our announcement last year of our intention to break into new markets, South Yorkshire Police have joined Humberside Police to become the second force to deploy Ten.

This represents a significant advance forward for Hitec, who since starting to look at the specific needs of the police have found success in near record-breaking time. We will continue to look for new clients in the police authority market as there is a requirement for value-for-money solutions that can be adapted to the ever changing landscape in

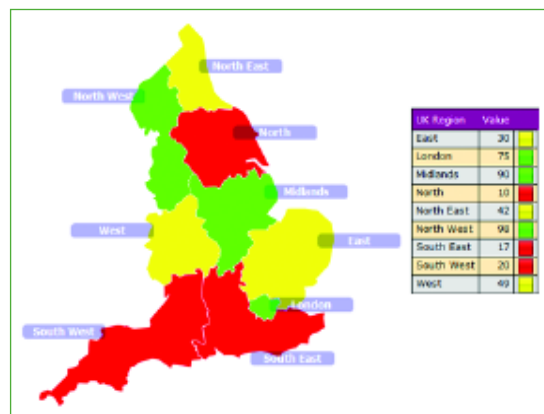


which they work. It is testament to the real flexibility of Ten that allows it to address many different market areas.

We are also delighted to welcome to our growing band of clients, Waterloo Housing Group. Following a very thorough and robust tendering process they selected Ten for its ease of use, advanced graphics and the in built flexibility to adapt to the ever changing needs of the Group. As we announced last year, we are embarking on a cross-selling initiative within the banking and financial markets. This too is now starting to bear fruit after just a short space of time. We take this opportunity to welcome Turkish Bank, who have procured Ten for monitoring both their performance and risk.

### Ten Version 3.7.2

We are very happy to announce the latest release of Ten, Version 3.7.2, and the new Emailer module. There are a number of significant improvements within the latest version especially in the display of graphs and charts, mostly as a result of clients' involvement from the regular account management meetings that we undertake. A full list of the enhancements are available from your account manager who will be delighted to assist with arranging for the upgrade or acquisition of the Emailer module.



### Forthcoming Events



#### Advanced Date for your Diary

#### Ten Annual User Meeting

Venue to be announced  
10th June 2010

For more information on these events contact Sherie Booth on 01628 600900